

## **PROVIDING TEMPORARY EMERGENCY TELEPHONE SERVICE**

Effective: November 4, 1996  
Revised: January 6, 2004  
Owner: Annette Madrid

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### **PURPOSE**

This policy defines when ITS will provide temporary telephone service via cellular or radio lines, and for which costs ITS will assume responsibility.

### **SCOPE**

This policy applies to all State employees serviced by Information Technology Services.

### **BACKGROUND**

Because of their ready availability, it is often possible to use cellular or radio lines as a temporary replacement for permanent land lines. On occasion, land lines are not available due to an accident, construction delays, etc. Although the cost of cellular or radio service is generally higher than that of land lines, the cost, economic and otherwise, of having no telephone service is higher still. Both cellular telephones, and equipment which allow regular telephones and telephone systems to operate on cellular lines (cellular/land line converters), as well as radio links, can be used to provide service on a temporary basis until land lines are restored.

### **POLICY**

When a customer agency, through no fault of its own, is unable to have telephone service via standard land lines, and its ability to conduct business is materially affected by the lack of service, ITS may, where feasible, provide temporary, emergency service via cellular or radio lines. Approval to do so must be obtained from the ITS Deputy Director or Director. Approval will typically depend on the expected duration of the service outage, how critical the service is, what other communication options are available, and the availability of resources.



ITS will be responsible for the cost of equipment, installation, and air time; the customer agency will be responsible for any long distance costs, as well as the ITS standard universal rate charges.

While ITS strives to provide the quality and level of service the customer agency requires, the temporary service will likely not be a fully comparable substitute for standard land lines. Some accommodation and adjustments by the customer agency will most likely be required.

Temporary service may be provided with either cellular telephones, or cellular/radio land line converters, as determined by ITS.

